

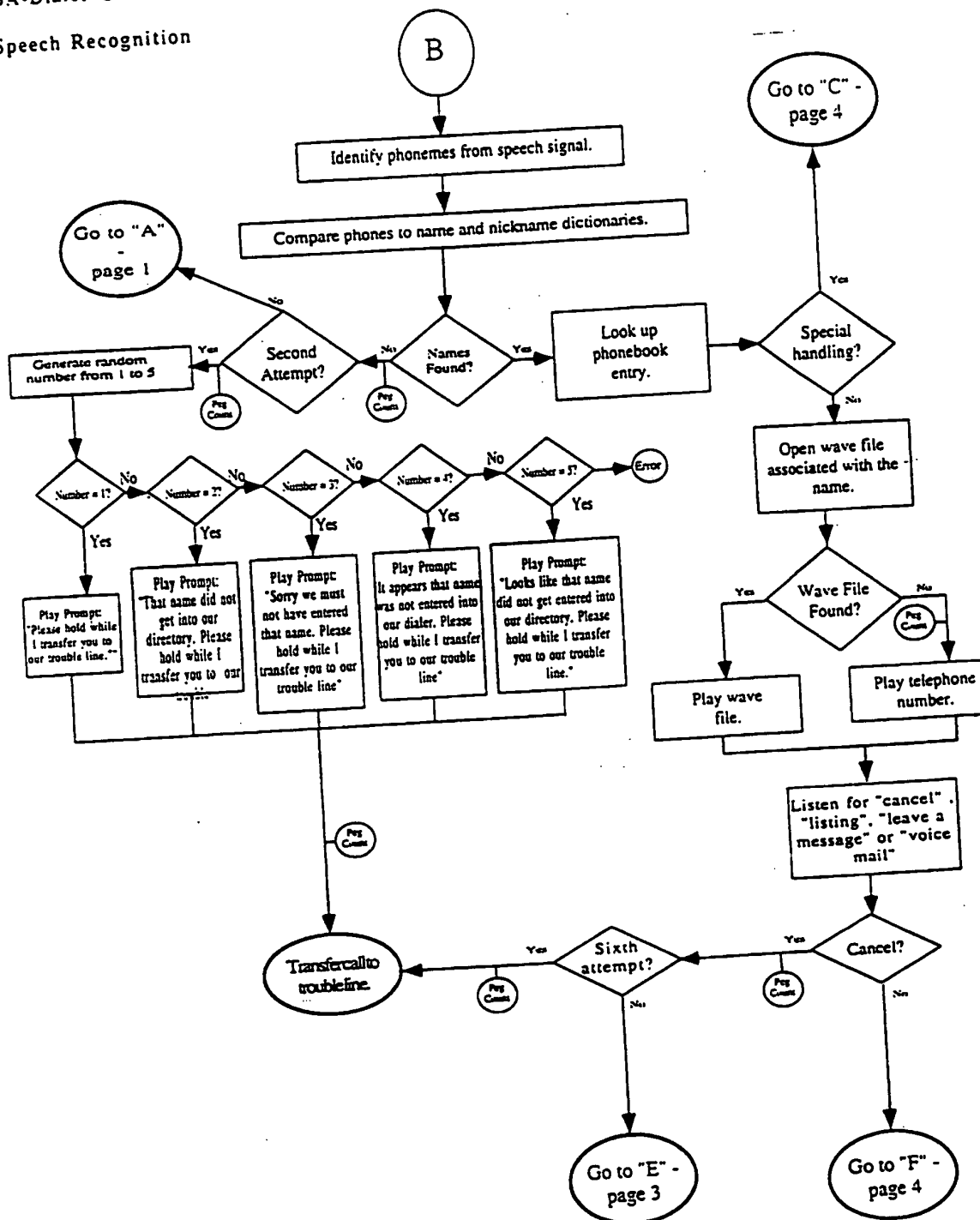
Exhibit A





BA-Dialer Call Flow - page 4

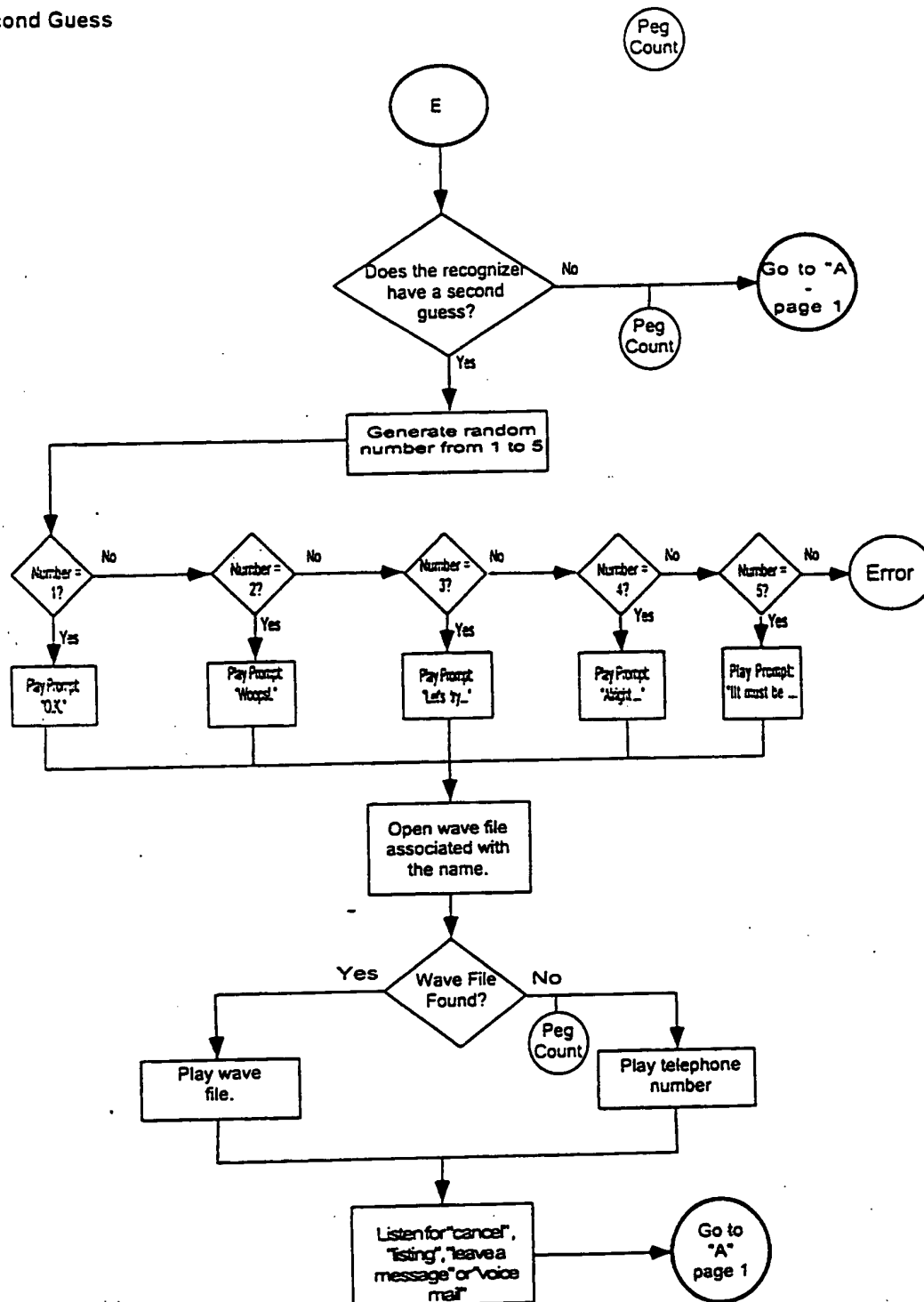
Speech Recognition





BA-Dialer Call Flow - page 3

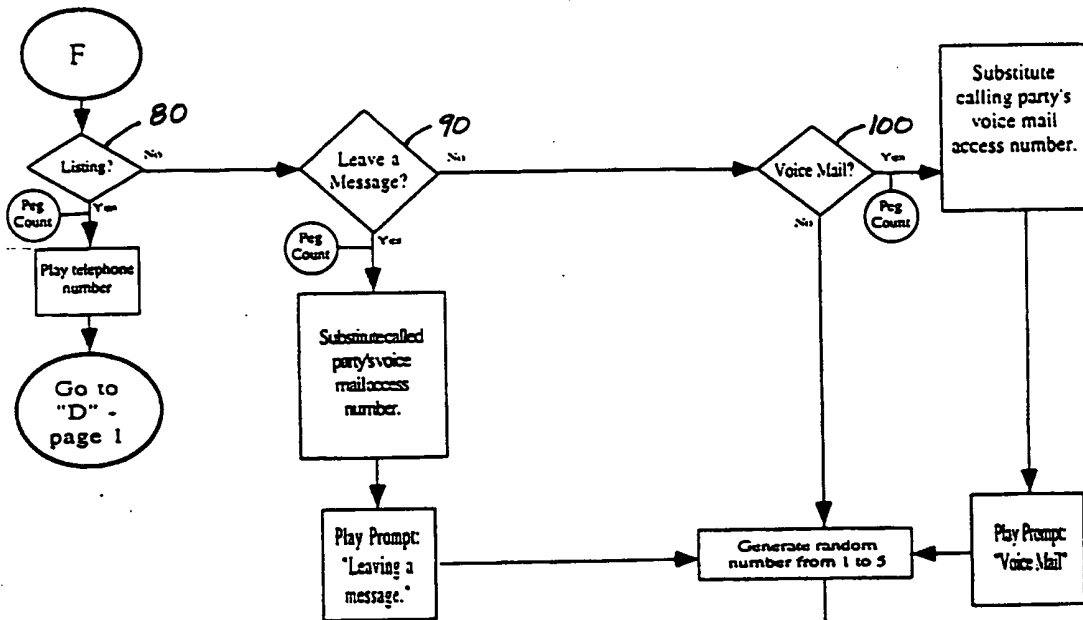
Second Guess





BA-Dialer Call Flow - page 4

Call Handling



BA-Dialer - Special Handling

